

ANNUAL REPORT ON OFFICIAL LANGUAGES 2010 – 2011



Table of Contents

Message from the Minister	2
Introduction	3
Official Languages Board and Aboriginal Languages Revitalization Board.....	4
Building Human Resources Capacity in the Official Languages.....	4
Official Languages in Education	6
Government Services and Official Languages	13
Partnerships with Language Communities.....	33
Canada-NWT Cooperation Agreement for French and Aboriginal Languages in the Northwest Territories	44
Conclusion	45
Appendix 1: GNWT Language Program Expenditures Aboriginal (2010-2011).....	46
Appendix 2: GNWT Language Program Expenditures French (2010-2011).....	47

Message from the Minister



I am pleased to present the eighth Annual Report on Official Languages of the Northwest Territories.

The capacity of the Government of the Northwest Territories (GNWT) to provide official languages services has evolved considerably over the past few years. The government also realizes and recognizes that over the years the use of Aboriginal languages has declined. However, with cooperation and ongoing partnerships with all official languages groups, the government can expand its capacity to develop and deliver services in all of its official languages.

In 2010-2011, the GNWT and the Fédération franco-ténoise established a Comprehensive Plan Consultation and Co-operation Committee to facilitate community consultations on the *GNWT Strategic Plan on French Language Communications and Services*. The plan will improve communication and service delivery in French to the public across government.

This report is a review of the progress that we have made in the past year towards language promotion and development and delivery of language programs and services.

Also in 2010-2011, the GNWT developed and released an Aboriginal Languages Plan including a number of supporting strategies and actions designed to improve the health of the nine official Aboriginal languages in the NWT. This plan was developed following an Aboriginal Languages symposium in which Aboriginal language leaders and practitioners identified what is most important for the health of their languages.

I would like to acknowledge and thank the many organizations and individuals who have contributed to the enhancement, maintenance and revitalization of our Official Languages in the NWT.

Mahsi,

A handwritten signature in black ink, appearing to be 'J. Lafferty'.

Honourable Jackson Lafferty
Minister Responsible for Official Languages

Introduction

The Government of the Northwest Territories (GNWT) works with all official languages communities and leadership to address issues affecting languages and cultures in the Northwest Territories (NWT).

Through collaboration and cooperation with Aboriginal languages communities, the francophone community and northern leaders, the GNWT will continue to support the development, delivery and progress of our official languages programs and services.

Through this report the Government hopes to create awareness of its commitment and efforts that support all official languages of the NWT.

This report outlines the progress achieved in 2010-2011 and is intended as an annual review of activities under the *Official Languages Act* of the Northwest Territories.



1. Official Languages Board and Aboriginal Languages Revitalization Board

In 2004, two statutory boards were established under the authority of the *Official Languages Act*. The Official Languages Board includes one member representing each of the eleven NWT official languages and advises the Minister on matters related to the administration and delivery of services by the GNWT. The Aboriginal Languages Revitalization Board includes a representative for each of the nine official NWT Aboriginal languages and advises the Minister on matters related to programs and initiatives that promote, enhance, maintain and revitalize Aboriginal languages.

All members of the two language Boards are appointed for a two-year term pursuant to the provisions of the *Official Languages Act* and relevant regulations.

The Official Languages Division of the Department of Education, Culture and Employment provides administrative support to the Boards primarily in preparation of correspondence, meeting arrangements, preparation of minutes and travel arrangements.

2. Building Human Resources Capacity in the Official Languages

Aboriginal Interpreter/Translator Pilot Training Program

The Yamózhá Kúé Society (YKS) has developed and piloted a series of six basic Interpretation and Translation (I/T) training modules supplemented by a practicum. The pilot training is based on the GNWT I/T training modules, as well as other reputable training programs. Each of the modules is one week long and builds on the previous modules.

The purpose of the pilot training is to establish a pool of certified Dene I/Ts who can provide quality language services in the communities. This pilot training allows us to learn what works well and what needs to be amended so the modules can be modified for delivery in another Dene language region.

In March 2010, Yamózhá Kúé Society submitted a proposal to deliver Modules 1 and 2 of the Aboriginal Interpreter/Translator pilot training project in the Dehcho region. This proposal is supported by the Dehcho First Nations Leadership.

Modules 1 and 2 of the Aboriginal Interpreter/Translator pilot training has been delivered and completed in the Dehcho region for 2010-2011. Funding for the remaining Modules 3, 4 and 5 of the Aboriginal Interpreter/Translator pilot training project will be considered for the 2011-2012 fiscal year.

Summer Language Institute in partnership with the University of Victoria

In 2009, the Department of Education, Culture and Employment (ECE) proposed to establish an annual summer Aboriginal Languages Institute as a new initiative.

The Institute will focus on the principles of languages revitalization and practices in the preservation and maintenance of Aboriginal languages.

In November 2009, the department's Official Languages Division met with the University of Victoria, Department of Linguistics to explore a possible partnership to develop and deliver a pilot language institute during the summer of 2010. The meeting resulted in a draft outline of two one-week courses selected from the university's Certificate in Aboriginal Language Revitalization Program that will focus on providing a foundation in the principles and practices of language revitalization.



Participants attending the 2010 Summer Language Institute training offered in Yellowknife in collaboration with the University of Victoria.

The delivery of the pilot Summer Language Institute enabled participants to improve their current language skills and enhance their capacity to plan and develop language preservation and revitalization strategies, programs and resource materials; and strengthen knowledge of the processes associated with learning an Aboriginal language. The pilot program was as flexible as possible so that the realities and needs of the diverse northern language communities could be recognized and accommodated.

The 2010 pilot Summer Language Institute was held in July 2010 in Yellowknife at the Aurora College Campus. All twenty-one participants, representing official Aboriginal languages, successfully completed the pilot courses.

A long-term objective of this initiative is to eventually establish the delivery of this pilot Summer Language Institute program as a regular language revitalization program. There was further discussion with the University of Victoria to review this year's institute and to establish a planning process and schedule for developing another institute in 2011.

Official Languages in Education

1. Early Childhood Programs

Early Childhood programs provide learning environments that meet young children's developmental needs. Early childhood programs can be full or part-time programs and are available for children prior to entering the formal school system.

Language Nests Programs

Early immersion settings provide young children with the opportunity to become fluent in their first language. The younger a child, the easier it is for language acquisition. The GNWT recognizes this important opportunity and provides existing early childhood programs with targeted funding to support the development of early childhood Aboriginal language environments through 'language nests'.

In 2010-11, 18 Early Childhood Programs, at least one site for each of the nine Official Aboriginal languages, received direct support to create a Language Nest. These programs are in 17 of the 33 NWT communities.

The language used at these sites varies from complete immersion to second-language learning. The level of immersion is dependent on the language ability of the Early Childhood Program staff, which can be a challenge in communities where the Aboriginal language has very few speakers.

In October 2010, staff participated in a workshop on the Language Nest programs. The participants had an opportunity to visit and experience an existing French immersion early childhood program. This site visit provided first-hand insight into full immersion programming. During the workshop the participants discussed their thoughts and ideas on language development and through presentations learned how children acquire language and the ease of language acquisition in the early years.

2. School Programs

Aboriginal Language Curriculum

The Beaufort-Delta Divisional Education Council in partnership with the Inuvialuit Regional Corporation and the Gwich'in Social and Cultural Institute continue to work with the Inuvialuktun and Gwich'in 2nd Language Curriculum K–12, developed in 2005.

The development of an Aboriginal Dene language curriculum continued for the Dene Languages: Chipewyan, South Slavey, North Slavey, Tłıchǫ and Gwich'in.



There has been much development in this area since the previous year. After evaluating whether the curriculum development work put forth so far accurately reflects the Aboriginal worldview, ECE senior management and coordinators met and redirected the process of developing a Dene Language Curriculum. As part of the redirection process, the development of K-9 Dene Language Curriculum was changed to developing a K-3 Dene Language Curriculum Implementation Guide. This guide will assist teachers in using the Dene Kede Language Curriculum.

The Dene Language Curriculum Teacher Implementation Guide (K-3) helps Dene teachers in teaching the language expectations outlined in Dene Kede K-6. The specific language outcomes aligned with the Dene Kede competencies will produce fluent speakers with a good knowledge of the Dene worldview.

Draft units of the guide have been worked on since January 2011. Dene Language Specialists representing the five Aboriginal languages have met monthly to guide the development of the K-3 Teacher Implementation Guide. The completed sections will be ready for the small pilot phase in October 2011. This will be followed by a large scale pilot the following year. Development on the teacher guide for grades 4-6 will begin in winter 2012.

The *DENE KEDE: Trails to Becoming* CD-ROM was completed this year. It is a resource tool for NWT teacher orientation on the Dene Kede K-6 curriculum document. This CD was officially launched by the Honourable Jackson Lafferty, Minister of Education, Culture and Employment in May 2011. During the year a plan will be developed to ensure that every teacher works through the activities in the CD. This resource is related to the Cultural Orientation Days that are compulsory and funded by ECE.

French Minority Language in Education and French as a Second Language Instruction

Under the Official Languages in Education Protocol 2009-2013, signed between the Federal Department of Canadian Heritage and the Council of Ministers in Education of Canada (CMEC), ECE signed a four-year Agreement to provide funding for French Minority Language Education, and French as a Second-Language Instruction (French Immersion and Core French programs). This Agreement offers funding divided by language objectives. In both cases, projects fall under four categories:

- student participation
- provision of programs
- enriched school environment
- support of education staff

Ninety-six percent of the Federal funding goes to District Education Councils (DECs) for their language projects.

At the Commission scolaire francophone des Territoires du Nord-Ouest, most of the funding for French Minority Education goes toward staffing in the different categories.

With the funds, the school board has hired staff to increase the number of homeroom teachers to provide full-time secretaries/librarians to each of the schools and to allow for full-time principals.

All these initiatives provide the Commission with school standards more comparable to the community schools in Yellowknife and Hay River.

The Federal funding also further develops the Collège des Territoires du Nord-Ouest. This ongoing project offers post-secondary programming in French in the Territories. Although no post-secondary courses were offered, adult education training, in the field of languages, was delivered. The Collège administrative staff communicated with Aurora College and plans further talks to see if the two institutions can work together for the benefit of both parties.

Under the language objective of French as a Second-Language instruction, DEC's received funding to support their educational initiatives in French programming. Most of the funding was used for staffing. Five DEC's hired staff to complement their Core French programming for Grades 1 to 12. Two DEC's used the funding for their French Immersion programs. Finally, one DEC used the funding toward Intensive and Enhanced French courses.

Teaching and Learning Centres

Teaching and Learning Centres (TLCs) in the NWT provide support to the Aboriginal language and cultural programs in schools including:

- developing and producing resources
- coordinating training for Aboriginal language instructors and Early Childhood Educators
- coordinating language and culture camps
- assisting with program planning and delivery;
- planning for regional education conferences
- conducting in-services for the infusion of Dene Kede and Inuuqatigiit into all core subject areas

In addition to their support to schools, Dene Language Specialists from the TLCs were involved in the development of a Dene Language Curriculum (K-3) Teacher Implementation Guide. This involved extensive working group meetings and follow up. They also helped develop digital media applications in the Dene languages.



A 2010 Summer Language Institute student is making a presentation on language learning and teaching in situations of language loss.

3. Teacher Training

Teachers from the NWT are essential to provide the knowledge and expertise necessary to firmly build our system on the foundation of the NWT Aboriginal perspectives.

Aurora College has two types of teacher education programming. The first prepares classroom teachers to teach the core curriculum areas. The second, the Aboriginal Language and Cultural Instructor Program (ALCIP), prepares Aboriginal language and cultural teachers to teach the Aboriginal languages.

Aurora College Teacher Education Program and Aboriginal Language and Cultural Instructor Program Diploma

The Aurora College Teacher Education Program (TEP), in partnership with the University of Saskatchewan, prepares Aboriginal and Northern teachers for NWT schools. Through this partnership, Aurora College delivers a four-year Bachelor of Education at Thebacha Campus in Fort Smith, with an option to exit with a Diploma after the third year. Teacher Education Program access years are delivered at all three regional campuses and as part of community-based delivery upon request.

Both the TEP and ALCIP Diploma are offered on a full-time basis through community-based delivery. Graduates of the TEP Diploma have the option of teaching or continuing with the fourth year of the Degree program at either the Thebacha Campus or via transfer to the University of Saskatchewan.

Starting in 2007, the ALCIP Diploma was delivered for the first time in the Tłıchǫ Region, along with delivery of the TEP Diploma. The ALCIP Diploma is a twenty-course program embedded in a language acquisition philosophy using cultural camps and classroom instruction. The program features revised courses and new courses in technology application, classroom management, drama, linguistics and culture-based curricula. A review of the Tłıchǫ delivery, completed in Spring 2010, has been used to inform future program delivery.



In 2010-2011, community-based delivery continued with ALCIP Diploma Year One and TEP Access in Inuvik. These programs are delivered in partnership with the Beaufort-Delta Divisional Education Council, the Inuvialuit Regional Corporation and the Gwich'in Tribal Council. Thirteen students enrolled and 10 students completed ALCIP Year One. ALCIP Year Two and TEP Year One will be delivered in 2011-2012. ALCIP Diploma students complete their program in 2011-2012 and TEP Diploma students complete in 2013-2014.

Aurora College TEP and ALCIP programs are predominantly funded through the GNWT Strategy for Teacher Education, with additional funding provided by ECE's Official Languages Division, and Aurora College's base budget.

ECE intends to continue funding opportunities for full-time community-based teacher education programming throughout the NWT.

ALCIP Certificate (part-time)

In 2010-2011, Aurora College continued to offer part-time courses from the ALCIP Certificate (one-year program) throughout the Beaufort-Delta, Dehcho, Sahtu, South Slave and Tłı̄chǫ regions. Partnerships with Divisional Education Councils, District Education Authorities, Language Centres and First Nations Government Agencies made this part-time delivery possible.

Fifty participants in five regions benefited from the delivery of three courses delivered on a part-time basis. This is a decrease from the sixty-five participants in 2009-2010. Aurora College worked closely with the Divisional Education Councils to make the course delivery possible.

Currently employed Aboriginal language teachers, Special Needs Assistants, Language Nest staff and Early Childhood Educators took the part-time courses. In order to limit time away from classroom teaching, some part-time ALCIP courses were offered as job-embedded delivery at the school board's request.

2010-2011 Participant Information by Region

Region	Participants	Withdrawals/Incompletes	Completions
Sahtu	4 p/t (joined Dehcho) 2 p/t (joined Beaufort-Delta)	0	6 p/t
Dehcho	10 p/t	0	10 p/t
South Slave	10 p/t	0	10 p/t
Tłı̄chǫ	12 p/t	0	12 p/t
Beaufort-Delta	24 p/t	2	22 p/t
Beaufort-Delta Year One	13 f/t	3	10 f/t
Total	62 p/t 13 f/t	2 p/t 3 f/t	60 p/t 10 f/t

ECE provides funds to Aurora College for an Aboriginal Language and Cultural Instructor Program Coordinator. This position is invaluable for extending delivery of courses through strengthened partnerships with the Teaching and Learning Centres, the Divisional Education Councils, and the College.

A summary of actions taken in 2010-2011 based on the ALCIP Coordinator's 2009-2010 recommendations:

- The College, in collaboration with the regional Divisional Education Councils, local governments, Aboriginal organizations, communities, industries and private sectors, continues to actively support and promote Aboriginal language acquisition, fluency and literacy programs.

Full-time delivery of community-based ALCIP will expand to the South Slave region with ALCIP Year One planned for delivery in 2011-2012 and delivery of ALCIP Year Two in Inuvik. These programs are funded through the TEP Strategy and Strategic Initiatives.

- The ALCIP students receive training for using Dene fonts in their respective Aboriginal language. This continues to be an area of need, as included in the recommendation below.

The ALCIP Coordinator's recommendation, based on lessons learned in 2010-2011:

- A computer technology course be provided to all ALCIP students with topics covered including use of Aboriginal language Unicode universal font encodings, word-processing, multimedia and desktop publishing skills, presentation software, Internet browser, email, and operating systems.

In 2010-2011, part-time delivery of the ALCIP Certificate was funded primarily through the NWT-Canada Cooperation Agreement with supplemental funding provided through ECE's Aboriginal Language Acquisition Initiative.

Highlights / Successes / Future Plans

Part-time ALCIP Certificate - Regional Delivery

- ✓ Courses delivered include:
 - Literacy in an Aboriginal Language – Level I
 - The Development of Aboriginal Language Materials
 - Classroom Management for Aboriginal Language Teachers
- ✓ Job-embedded course delivery continues to be very successful in meeting the needs of teachers and schools and the option will continue to be offered, as required.
- ✓ Overall, enrolment in ALCIP (part-time) decreased by 16 students in the past year and the number of courses offered (part-time) decreased by three courses.
- ✓ Students benefited from interaction with elders, community members, and guest presenters, as well as from culture camps delivered in the community-based Inuvik programs.
- ✓ A group of 12 Tłıchǫ elders, educators and students went on an Aboriginal language educational journey to Onion Lake, Saskatchewan to observe the Gift of Language and Cultural Project delivered there and to share best practices for implementation in the Tłıchǫ region.

Full-time ALCIP Diploma – Community-based delivery in Inuvik

- ✓ Following the Tłıchǫ region's success, the Beaufort-Delta ALCIP and TEP programs continue to include a healing and wellness component.
- ✓ Students learned to use the Phraselators and used technology to support their learning.

- ✓ Students participated in a winter camp, which included igloo building, medicine gathering and snaring activities.
- ✓ Students and Aboriginal language teachers from the region worked together on book making and story sacks, and participated in traditional activities at Rachel Reindeer Camp.
- ✓ As part of the technology class, students completed personal videos about their language and culture in the different regional dialects and languages.
- ✓ Students completed the “Reconnecting with our Spirituality” course through a Spring culture camp. Children and elders were involved in this camp.
- ✓ Students participated in internships in April and May in the communities of Uluhaktok, Tuktoyaktuk, and Fort McPherson.
- ✓ Students will be given more time to focus on language development with intensive integration and language immersion for a full week each month for the upcoming school year. Elder involvement will be an essential component of this increased support for language skill development. Regional Aboriginal Language teachers will also be involved.



Government Services and Official Languages

1. Intergovernmental Relations

The federal, provincial and territorial ministers responsible for the Canadian Francophonie participated in the 15th Ministerial Conference on the Canadian Francophonie held in June 2010 in Yellowknife.



The ministers responsible for the Canadian Francophonie wanted to increase their understanding of the cohabitation of the Francophonie and Aboriginal languages in Canada and their knowledge of the reality of the northern Francophonie as experienced in the territories. The guest speaker was Serge Bouchard, a well-known historian and communicator. He gave a presentation entitled "Francophonie and Aboriginal languages in Canada: from past to future".

During their stay in the area, the ministers were able to experience life in a small Aboriginal community by visiting Behchokò and attending a feast as well as participating in hand games and a drum dance.

2. Communications with the Public

As required by legislation and policy, GNWT departments, boards, and agencies ensure that appropriate materials are translated into Official Language by staff of the Department of Justice and ECE or by contractors hired by Justice and ECE as well as WSCC.

In 2010-11, translators in ECE, Justice and contractors for the Workers' Safety and Compensation Commission (WSCC), with the assistance of contractors, translated

over 1,162,605 words into French or English for GNWT departments, boards and agencies.

This included job advertising, requests for proposals, calls for proposals, tenders, correspondence from the public and various GNWT publications and reports. This figure includes in-house translations at WSCC for both Nunavut and the Northwest Territories.



Translators from the Department of Education, Culture and Employment talked about their career to students at École Boréale in Hay River during the Semaine de la francophonie in March.

Notable documents translated (English / French) in 2010-2011 include:

- Annual Report on the Strategic Plan (Health and Social Services)
- NWT Housing Corporation Annual Report 2008-2009
- 2009-2010 Annual Report of the Information and Privacy Commissioner
- 2009-2010 NWT Labour Market Review
- 2009-2010 Languages Commissioner Annual Report
- Northern Circumpolar World student manual
- 2010 Business Development and Investment Corporation Financial Statements
- Income Assistance Application Form
- 2010-2011 Hunting Regulations Guide
- Under One Roof – Spring and Fall edition of newsletter
- Société Radio Taïga - Demande d'enregistrement d'une société
- Creating our Future Together: In search of a common vision for the NWT
- Supplementary Health Benefits - What We Heard
- NWT Human Rights Commission Website - Your Rights Section
- NWT Arts Council - Funding Applications
- Attention Caribou Hunters: This Affects You! Elder abuse posters
- Performing Arts brochure
- Say YES to youth power! Make your mark on the NWT's future
- NWT Student Financial Assistance Guide 2010

French and English Translation 2010-2011

Aboriginal Affairs and Intergovernmental Relations	13,044	1.1
Education, Culture and Employment	292,685	25.0
Environment and Natural Resources	13,457	1.2
Executive	6,794	0.6
Finance	32,575	2.8
Health and Social Services	99,996	8.6
Human Resources	46,330	4.0
Industry, Tourism and Investment	21,629	1.8
Justice (1)	244,620	21.0
Legislative Assembly	79,423	6.8
Municipal and Community Affairs	5,496	0.47
NWT Housing Corporation	38,314	3.3
Public Works and Services	5,463	0.47
Transportation	27,935	2.4
Workers' Safety and Compensation Commission (2)	234,844	20.2
TOTAL	1,162,605	100.0%

(1) Including Regulations, Bills and Motions and other documents translated by ECE for Justice

(2) Including in-house translations for both Nunavut and Northwest Territories

Bilingual Bonus and Language Allowance

Through the Union of Northern Workers Collective Agreement, the GNWT is providing a bilingual bonus (\$1200 per annum) to employees, apart from employees assigned duties of translation and interpretation in their job descriptions, who use two or more of the official languages of the NWT. This bilingual bonus is offered where the ability to speak more than one official language is required to provide adequate service and the community or region the position serves determines the language(s) used in the position. A bilingual bonus may also be offered if the ability to speak a second official language is an asset to the position as an employee may occasionally provide assistance in another official language (i.e., field calls or requests from the public or interjurisdictional inquiries). In 2010-2011, 164 GNWT employees received the bilingual bonus.

Through the NWT Teachers Association Collective Agreement, the GNWT is providing a language allowance to teachers who are proficient in the use of one or more of the Aboriginal languages of the Northwest Territories. In 2010-2011, 105 teachers received the Language Allowance.

Teachers who qualify receive an annual language allowance of \$5,000 when using the skill in any or all of the following areas:

- Actual classroom teaching
- Individual student counselling
- Parent teacher interviews
- Extracurricular activities
- School/community relations.

According to the Department of Human Resources, the bilingual bonus and language allowance costs for the year ending December 31, 2010 was \$561,000, an increase from \$539,000 in 2009 and \$513,000 in 2008.

**Bilingual Bonus (UNW) / Language Allowance (NWTTA)
All Boards and Agencies, As of March 31, 2011**

Language	Dehcho	Inuvik	North Slave/HQ	Sahtu	South Slave	Tlcho	Total
Chipewyan	0	0	7	0	8	0	15
Cree	0	0	0	0	4	0	4
French	0	0	39	7	4	0	50
Gwichin	0	5	0	0	0	0	5
Inuinnaqtun	0	3	0	0	0	0	3
Inuvialuktun	0	7	0	0	0	0	7
N. Slavey	1	0	0	38	0	0	39
S. Slavey	43	0	1	0	4	0	48
Tłıchǫ	0	0	0	0	0	98	98
Total	44	15	47	45	20	98	269

3. Services to the Public

This section summarizes services to the public by departments, boards and agencies of the Government of the Northwest Territories. More details are available in the Activity Report 2010-2011 of the Canada-NWT Cooperation Agreement for French and Aboriginal Languages in the NWT.



The Minister made a presentation to the Standing Committee on Official Languages when it met for the first time in Yellowknife in February 2010.

1. Legislative Assembly

The Legislative Assembly provides services to all Members of the Assembly and to the public in all of the official languages of the Northwest Territories.

The Legislative Assembly broadcast system allows the Assembly to record up to three languages in addition to the language of the floor (English) each sitting day, providing simultaneous interpretation for Members and for visitors to the Chamber gallery. In addition, the recordings of each of the official languages are used to rebroadcast the Assembly proceedings to specific communities throughout the NWT, matching the community with the language of interpretation. Interpretation and rebroadcasts are provided on a rotational basis and every attempt is made to achieve equality of status and equal rights and privileges for all official languages. From April 1, 2010 to March 31, 2011, the Assembly provided interpretation in all of the official languages of the Northwest Territories, on a rotational basis, during 48 days of Session.

Members may request interpretation in any of the Official Languages during a sitting of the Assembly. This service is also extended to the members of our Youth Parliament and Elders Parliament. Four of the 11 official languages were used during the three days of the inaugural Elders Parliament in May 2010.

Interpretation services in all of the official languages, as identified by each community, may also be provided during public hearings conducted by standing committees of the Legislative Assembly. During the reporting period, the Standing Committee on Social Programs used interpreters in six communities to assist the Committee during its review of the *Child and Family Services Act*.

The Legislative Assembly regularly informs the public of its activities and events through the use of print media and local radio. Printed information is regularly produced in English, French and Aboriginal languages when translation is available.

Local radio advertising using translations in all the Aboriginal languages has also been effectively used to provide information regarding public meetings and hearings conducted by Assembly committees.

The Legislative Assembly website can be accessed in either French or English, and provides historical, cultural and procedural information about the Assembly to residents and visitors to the NWT. The Legislative Assembly has also translated and posted advertising, background material, interim reports and final reports on its website in as many of Aboriginal languages as possible.

The Assembly continues to provide personal tours of the Legislative Assembly building in both English and French. Self-guided audio tours are also available to visitors in all of the official languages of the Northwest Territories.

2. Health and Social Services

Communications

Public information in print, audio and video formats is available from the Department of Health and Social Services (DHSS) and the Health and Social Services Authorities (HSSA) at the facilities, on the public websites, and through various media. The Department website is virtually bilingual, French and English. Publications in all nine Aboriginal languages are increasingly available on the site. The sites of the HSSA's offer information in French and the official Aboriginal language(s) of the region.



Public Services

The Department of Health and Social Services and the Health and Social Services Authorities offer services in languages other than English either in the form of direct or facilitation services by bilingual staff or by interpretation services in person or over the telephone. In 2010-2011 there were one hundred employees able to provide service in official languages other than English.

DHSS responded to public inquiries in French from non-residents and residents received primarily via phone and email. The toll-free automated phone line for Health Services Administration is in English and French. Services requested by members of the public were largely for assistance with birth, death and marriage certificates and with health care coverage. The frequency of public inquiries in languages other than English was generally 3 to 5 clients per month, each requiring several contacts to resolve the inquiry. At least two public inquiries per month were from French speaking residents of other jurisdictions, who were referred to the proper authority in their own province to address their needs.

Policy Development and Consultation

The bilingual Official Languages Consultant at the Department of Health and Social Services is a 0.5 full-time equivalent and paid 100% from the Canada-NWT Cooperation Agreement for French and Aboriginal languages in the NWT. The Consultant regularly contacts Authorities, monitors Official Languages services to the public, provides assistance to bilingual staff and liaises with language groups in the communities. Department and Authority leadership supports the work of the HSS Official Languages Committee, which:

- coordinates HSS system-wide official language service and communications standards such as active offer, interpretation services, signage, translation of public material, as well as other standards required by the *Official Languages Act*
- provides a forum for sharing best practices and standards
- addresses relevant training needs for coordinators and other employees of DHSS and HSSAs

In 2010-2011, the Official Languages Consultant led two training sessions on Official Language requirements to new and existing staff.

The Consultant works in partnership with language communities, other GNWT Departments and community organizations in matters of language service including, among others:

- *Santé en français* – the NWT French Health Network, for monthly meetings, plus national *Société Santé en français* meetings
- *Services TNO* – contacted regularly, and as required, to serve the public



Health and Social Services Authorities

The Department administered contribution agreements of \$300,000 provided by DHSS to HSSAs for the provision of French services.

In all HSSAs, services and communications are offered through a variety of means including signage, active offer, and translation of public materials. Services to the public are available in the regional Aboriginal language(s) as well as French.

Job postings are translated into French and published in French media.

Fort Smith

- A bilingual employee at the hospital's reception desk provides French language services during regular work hours. This is a part-time Languages Coordinator position funded under the Canada-NWT Cooperation Agreement for French and Aboriginal Languages.
- The Authority provides facilitation services to Cree speaking clients / patients.
- New employees receive one-on-one orientation on obligations arising from the *Official Languages Act*.

Hay River

- A part-time Languages Coordinator position funded under the Canada-NWT Cooperation Agreement for French and Aboriginal Languages provides and facilitates services and communications in French.
- Eighteen employees assist with the delivery of services in French, South Slavey, Dene Sùłıne and Cree; these employees facilitate language services upon request.
- There are signs in French at the main entrance of the health centre.
- The website includes active offer on the home page, and a French version is being translated.
- Information on how to obtain information in official language is included on publications.

Sahtu

- Nineteen employees assist with the delivery of languages services: French (6) and North Slavey (13); these employees facilitate language services upon request.
- The website actively offers services and communications in French and North Slavey.
- The phone system in Norman Wells offers service in English, French and North Slavey. A multilingual phone greeting is being installed in each Health Centre in the Sahtu region.

Dehcho

- Eighteen employees provide services in South Slavey (17) and North Slavey (1).

Beaufort-Delta

- Three employees provide services in Inuvialuktun (2) and Gwich'in (1).

*Stanton Territorial Health Authority*Aboriginal Languages Services

The languages for which face-to-face interpretation services are available include Tłıchǵ, Dene Sųłiné, South Slavey, North Slavey, Inuktitut, Inuvialuktun and Innuinaqtun. When face-to-face interpreters are not available CanTalk is used for Aboriginal language services. This service uses NWT residents to provide interpretation via conference call. CanTalk operates 24/7. In 2010-2011, 702 face-to-face requests for Aboriginal Language services were completed by STHA.

The Aboriginal Language Services Coordinator receives requests for service in an official Aboriginal language from clinic / program area staff, health professionals and / or by the client / patient.

Some staff in the hospital and clinics can speak and understand one or more of the official Aboriginal languages sufficiently provide limited assistance. Due to lack of training in medical terminology and the abundance of dialects spoken in the NWT bilingual staff assistance is limited to general interpretation.

In addition to bilingual staff, there were two full-time and 13 part-time relief interpreters providing services in the previously mentioned Aboriginal languages.

In 2010-2011, there were 702 requests for official Aboriginal language interpretation made by Aven Manor, YHSSA Medical Clinics, STHA Clinics, Home Care and Public Health.

The Coordination Committee is made up of professionals in the education and health fields, representatives of HSSAs, territorial government, and the French community. It meets every month to discuss how to ensure that clients/patients receive high quality service in French. The Committee seeks to increase collaborative partnerships with all involved in health and social services.

- Define and prioritize health needs in French.
- Make sure the information about health care services and bulletins on health and greater welfare that are available are well distributed.
- Give greater access to health care programs and services in French.
- Make recommendations to the Minister of Health concerning changes needed in order to improve access and offers of health services in French.
- With hospitals and other health institutions and organizations, elaborate plans to give a 24-hour, 7-day access to essential services.
- Work in close collaboration with French post-graduate training establishments in order to meet the needs of health care establishments and organizations offering services in French.

The STHA French Services Coordinator regularly liaises with the Francophone community.

Yellowknife Health and Social Services Authority

Aboriginal Languages Services

Three employees received the bilingual bonus for providing services in Dene Sų́líné to clients. Aboriginal language interpretation services were provided through STHA.

The website and facility areas of service to the public contain public information and resources in Tłı́chų and Dene Sų́líné.

YHSSA used Tłı́chų and Dene Sų́líné translation services for written materials.

Information regarding the changes to the YHSSA clinics was translated into the official languages of the region. This was made available on the website and posted in public.

The signage for staff parking stalls and the outside signage for the YPCC was done in the regional official languages.

All published resources include active offer.

French Language Services

Two employees received the bilingual bonus for offering services in French. Interpretation services were provided through STHA. Thirty requests for French Interpreters were received.

The website and facility areas of service to the public contain public information and resources in French. Multilingual signage was developed on an ongoing basis for the facilities of YHSSA. Translation services are provided by the Department of ECE.

Advertisements were placed in *L'Aquilon*, and on the French radio station.

The Language and Culture Group ensured that there was an understanding of the cultural and linguistic diversity of the clients / patients as YHSSA amalgamated its multiple downtown clinics into one clinic at two sites. The Language and Culture Group became a permanent committee under YHSSA's Quality Assurance. As a member of the committee, the French Services Coordinator emphasized the responsibility with regards to French services. Awareness of Aboriginal languages and diverse foreign languages used in the YHSSA region was also emphasized.



The French Services Coordinator reports on activities regarding French services every six weeks to the Joint Leadership Team of YHSSA.

3. Executive

As a central agency, the Department of the Executive provides little direct service to the public. On those occasions when service is requested in French, these inquiries are directed to the Chief of Protocol, Corporate Communications and Protocol Division.

The Chief of Protocol receives a bilingual bonus for dealing with all French language inquiries received by the department. While this employee receives the occasional telephone request in French, the incumbent frequently deals with federal counterparts and international visitors who speak French. Support continued to place advertising as appropriate for the public in *L'Aquilon*, the French language paper.

The Department also produces a radio show in cooperation with other departments. A weekly show airs on CKLB in English with some Aboriginal content. A similar bi-weekly show is produced in French and is hosted by the staff at Services TNO as a way to promote GNWT programs and services while promoting Services TNO as a source of information. In partnership with GNWT departments, the show has covered many topics in both French and in English, supplemented by extended podcasts on the website. Topics have included:

- Drop the Pop
- Buckle Up NWT
- Education Hall of Fame
- Financial Fitness Challenge

- Bag Fees
- Healthy Eating
- Supporting Victims of Youth Crime
- Suicide prevention
- Victim Impact Statements
- Elder abuse

4. Finance

The Department of Finance advertises recruitment notices, public notices and requests for proposals in French. The Department had the following documents translated into French by translation staff with Education, Culture, and Employment:

- 2010-2011 Budget Address
- Revenue Options Consultation Paper
- Public Notice of Tax Arrears
- 2009 Public Accounts
- 2 Job Advertisements
- 2 Requests for Proposals
- 1 Radio Announcement

5. NWT Housing Corporation

The Northwest Territories Housing Corporation (NWTHC) continues to communicate in all official languages as required when interacting with residents of the NWT.

The NWTHC will make available translated materials in the NWT official languages upon reasonable request. Interpreters are contracted when required to serve its clients in the communities. One-on-one counseling in an Aboriginal language may be delivered by staff directly or with the assistance of an interpreter. NWTHC has signed partnership agreements with Local Housing Organizations in 23 communities for the administration of its *Public Housing Program*. In the headquarters and district offices there are four designated French language staff members and two in Aboriginal languages. In addition, there are other employees with second language capabilities. LHO staff members live in the communities and many employees are fluent in the local Aboriginal languages. When required, translation services have been utilized for workshops in different Aboriginal languages.

The newspaper advertisements for the NWTHC's *Housing Choices* homeownership program application intake are published in the NWT's English and French language newspapers. The NWTHC also runs program intake advertising in French, on Radio Taïga, and in five Dene languages, on the Native Communication Society's CKLB radio. English radio advertising is run on CJCD radio. Upcoming employment opportunities and tenders are also published in French in *L'Aquilon* newspaper.

The NWTHC publishes a bi-annual newspaper insert, *Under One Roof*, which is translated into French for the NWTHC's French language website. The NWTHC's Annual reports are also translated into French.

6. Transportation

Customer service activities delivered by the Department of Transportation are conducted in any of the 14 Driver and Vehicle Licensing Offices across the territory. The North Slave Driver and Vehicle Licensing Office in Yellowknife includes one designated bilingual position to ensure the availability of French-language services in face-to-face situations or in a supporting role over the telephone. Last year, the licensing offices received 29,053 clients, territory-wide. French-language services were requested in 391 client exchanges, which is 1.36% of total service delivery. Client services are available in the Tłıchǵ language in the Behchokò licensing office and in the North Slavey languages at the issuing offices in Fort Good Hope, Tulità, and Délıne.

Tenders and recruitment notices are published in the NWT newspapers in English and French. Time-sensitive information, such as a notice of closure on a winter road, is distributed in English and an Aboriginal language in regions where there are large numbers of Aboriginal language speakers. Safety-related messages are available in English and French and distributed as print advertisements, brochures, public service announcements, and information mail-outs. Communications products delivering safety messages are available in the official languages where there is sufficient demand. In terms of broadcast advertising, the department engages Radio Taïga for French-language service and CKLB radio for service in English and the station's featured Aboriginal languages. Public service messages are submitted to CBC Radio for use by the announcers during the English and Aboriginal language programs.

The Department maintains a standing contract with CanTalk, a firm specializing in over-the-phone interpretation services in the official languages of the NWT. The company provides interpretation services through telephone conference calls when face-to-face language services are not available. The CanTalk service is available across the department.

The Department works with local community groups to identify language needs when planning and delivering community consultations. Local translators are engaged and printed materials are translated into the appropriate regional Aboriginal language during the consultation process.

The Department is working toward increasing the number of documents available in the official languages on the Internet website. All the NWT Driver's Manuals are now available in French. Manuals for motorcycles, airbrakes, and the professional driver's booklet will be translated into French.

7. Human Resources

The Department of Human Resources had two bilingual employees available to provide services in either French or Tłıchǵ at headquarters. The GNWT Payroll processed the Bilingual Bonus and Language Allowance to 269 employees for their

use of two or more NWT Official Languages. All job postings advertised in a French Designated Area were published in both French and English.

Radio ads were created in French, English, North and South Slavey, Tłıchǫ, Gwich'in, Cree and Dene Sųłı́né (Chipewyan) to encourage Northerners to nominate individuals and teams for the Premier's Award.

8. Justice

The Department's Official Languages Coordinator takes part in Official Languages meetings, liaises with the Official Languages Division of ECE, and provides support and training to Department staff.

French Language Activities and Services

All services to the public are provided in French upon request through bilingual staff, contracted interpreters and contracted francophone staff. All legislative instruments are enacted in French. All new products/campaigns are reviewed for official language considerations. Written materials that are intended for a public audience (ads, brochures, reports, etc) are bilingual English/French or available in French. Audiovisual materials (TV ads, radio ads, PSAs) are in French where appropriate. Existing materials (brochures, forms) are also reviewed for official languages considerations before reprinting. Wherever possible, integrated bilingual forms are produced. French letterhead is provided for all offices and the Department responds to inquiries in the language they are received.

The Department's website section, "*Ressources en français*", has a link from the front page of the website. This page is entirely in French and provides links to French resources. It also provides a link to the GNWT's Services TNO site. The following sections of the website are entirely in French:

- Family Violence
- Maintenance Enforcement (interactive system has a French interface)
- Lawyer Recruitment
- Land Titles
- Legislation
- Court Library

Other sections are translated and posted to the site as workload and opportunity permits.

Various publications and campaigns were produced in French including the following notable initiatives:

- *Not Us* anti-drug awareness campaign included newspaper, radio and television ads (trilingual English/French/South Slavey);
- *Financial Fitness Challenge* (a partnership with the Canadian Securities Administrators) included website information, a Facebook profile and Twitter promotion;
- GNWT Access and Privacy Office produced forms for access-to-information requests;
- Amendments to the *Residential Tenancies Act* resulted in the production of new public resources, including a handbook for landlords and tenants, an overview of changes to the Act, 11 fact sheets, a number of agreement formats and forms, and a newspaper insert;



overview of changes to the Act, 11 fact sheets, a number of agreement formats and forms, and a newspaper insert;

- Awareness posters or ads were produced for Victims of Crime Awareness Week and the Victims of Crime Emergency Fund;

- A suite of family law brochures were produced on separation and divorce, custody and access, receiving support and paying support;

- Information for the public was updated for the Mediation Program and posters for the Parenting After Separation and Divorce Program;

- A public notice was issued on a legal question on *Caribou Harvesting Regulation* along with a newspaper ad;

- All job opportunities and

requests for proposals and tenders were published in *L'Aquilon* in French, with 23 French ads published.

An active offer is placed in publications and other written materials, where appropriate. Signs advertising service in French are placed in all Department offices and correctional facilities. Maintenance Enforcement's interactive phone system has a French interface.

Two staff legal translators prepare French versions of all bills, regulations, court rules and other legislative instruments. During the 2010-11 year, one of these positions has been vacant and the Department attempted to fill the vacancy through staffing actions in 2009 and 2010. During this period, the Department retained a

primary contract legal translator with occasional support from a second contract legal translator.

All of the legislative instruments that came into force in 2010-11 were adopted in both English and French. A total of 229,068 words were translated in-house into French: 42,945 words for regulations; 159,345 words for Bills; 430 words for Orders; 1,529 words for Motions; and 24,819 words for other types of documents. An annual volume of *Statutes of the Northwest Territories* is published annually in English and French. Parts I and II of the *Northwest Territories Gazette* are each published in English and French in 12 volumes in each calendar year. The legislation component of the Justice website has a French interface with links to the legislation.

Nine employees in the Department received the French bilingual bonus for French. These employees were in the following positions: Senior Judicial Assistant, Legal Counsel II, Court Officer III (Territorial Court), Court Officer III (Supreme Court), Legislative Counsel, Administrator/Editor, Public Trustee, Legislative Coordinator and Legislative Technician. Staff in other public offices, correctional facilities and the court house use interpreters when providing services in French. Bilingual staff are contracted when necessary. The Department also has two positions required to be fluent in French who therefore do not receive a bilingual bonus: the Manager of Legal Translation and Legal Translator.

The Department has contracted with a company, CanTalk, which provides simultaneous interpretation by phone in over 100 languages. Teleconferencing equipment has been installed in public offices to allow staff to conduct hearings and other business in French through an interpreter. In 2010-11, CanTalk translation services were used on 15 occasions.

Civil and criminal court proceedings are held in French. The court registry provides clerk services in French, both in and out of court. Francophone judges and court staff are provided for French proceedings. The Legal Services Board has bilingual lawyers on its panel. For complex trials in French, southern counsel is available. During 2010-11, 70 French court interpreters were hired to provide services to unilingual accused, witnesses, jurors or member of the court audience (at the direction of the judge). Note that it is relatively unusual for NWT courts to hire French interpreters, as it is the practice of the court to provide francophone judges and court staff when parties to a court proceeding request that the matter be heard in French. However, the significant increase in French interpretation activities in 2010-11 was due to a very large French trial.

Aboriginal Language Activities and Services

As with French language activities, all new products/campaigns are reviewed for official languages considerations. Audiovisual materials (TV ads, radio ads, public service announcements) are in Aboriginal languages where appropriate and possible. Existing materials (brochures, forms) are reviewed for official language considerations before reprinting. The Department responds to inquiries in the language they are received in.

The Department's website section, "*Resources in Aboriginal Languages*", has a link to resources in Aboriginal languages.

Public legal education materials in Aboriginal languages are often jointly funded by the Legal Services Board. The following public resources were made available in Aboriginal languages in 2010-11:

- *Reference Question to the Supreme Court of the NWT*
 - Printed public notice in Tłıchǰ, Inuvialuktun, Inuinnaqtun, Inuktitut
 - Newspaper ads in Tłıchǰ, Inuktitut
 - Radio ads in Tłıchǰ, Chipewyan, Gwich'in, North Slavey, South Slavey
- The Family Law Mediation Information Booklet was produced in Tłıchǰ.

Three employees in the Department received the bilingual bonus for Aboriginal languages: Aboriginal liaison officer in the North Slave Correctional Centre (Chipewyan), probation officer in Fort Resolution (Chipewyan) and court worker in Behchokǰ (Tłıchǰ). As well, three victim services workers supported by the Department through Community Justice were fluent in Tłıchǰ, North Slavey and South Slavey.

Internal signage in the Courthouse, at the Coroner's Office, at Legal Registries and at YK Centre East offices for Legal Aid, the Rental Office and the Maintenance Enforcement Program are in Tłıchǰ. Active offers are displayed at Headquarters offices providing public services, as well as at all correctional facility intake desks, probation offices and other public offices in 11 official languages. The active offer is also placed in publications and other written materials, where appropriate. Signs advertising service in Aboriginal languages are placed in all Department offices and correctional facilities.

As with French services, Aboriginal language interpreters may be hired to provide services in civil and criminal court proceedings for unilingual accused, witnesses, jurors or member of the court audience (at the direction of the judge). During 2010-11, 86 Aboriginal-language court interpreters were hired:

- Tłıchǰ: 72
- South Slavey: 8
- Inuvialuktun: 0
- North Slavey: 1
- Inuktitut: 0
- Chipewyan: 5
- Innuinaqtun: 0
- Cree: 0
- Gwich'in: 0

Except for the Tłıchǰ statistics, these statistics are roughly consistent with the average of Aboriginal translation services required for the past 10 fiscal years (1999/00 to 2010/11):

- Tłıchq: 51.9%
- South Slavey: 10%
- North Slavey: 7%
- Chipewyan: 4%
- Innuinaqtun: 2%
- Inuvialuktun: 2%
- Cree: less than 1%
- Gwich'in: less than 1%
- Inuktitut: less than 1%

Similar to French services, the Department has contracted with CanTalk Canada Ltd. to provide simultaneous interpretation by phone in over 100 languages. Teleconferencing equipment has been located in public offices to allow staff to conduct hearings and other business in Aboriginal languages through an interpreter.

9. Environment and Natural Resources

Three employees received the bilingual bonus for French (two in Yellowknife, one in Norman Wells). Primary activities include translation of letters. Two employees also do regular interviews with Radio Canada International about wildlife and environmental issues in the Northwest Territories. This last year saw the translation and production of the 2009/2010 Sport Fishing Guide, the 2009/2010 Summary of Hunting Regulations and the 2010 NWT Species at Risk Booklet into French. Eight employees receive the bilingual bonus for Aboriginal languages: two for Chipewyan, three for North Slavey, two for South Slavey and one for Tlıcho.

10. Public Works

Public Works and Services provided a bilingual bonus for South Slavey and Tłıchq for two employees, in Fort Simpson and in Behchokq. The department also provided routine language translations for project signage across the NWT and office space in Yellowknife for GNWT employees for both French and Aboriginal languages positions. PWS advertises its notices of award and human resources ads in French as well.

11. Industry, Tourism, and Investment

Five employees in the Department of Industry, Tourism and Investment currently receive language bonuses for their language service work – four in Aboriginal languages. Four employees provide government services in French as required.

In addition, ITI has two employees in the Sahtu and one in the Dehcho regions who can provide services in Slavey as required. One employee in the North Slave region can provide translation services and program delivery in the Tlıcho language as required.

In communities where ITI has representation but there is not an Aboriginal language-speaking employee on staff, the band office usually houses our representatives and

they can request interpretation through the band. In other cases where services are to be provided in an Aboriginal language, interpreters are hired as necessary.

ITI has continued to partner with the Conseil de développement économique des Territoires du Nord-Ouest (CDÉTNO) in order to make major initiatives accessible in both English and French. In 2010, ITI announced a formal partnership with CDÉTNO on the *Faites le Saut / Come Make Your Mark* National Marketing Campaign – designed to encourage members of the francophone community to come live and work in the Northwest Territories. ITI is a funding partner of CDÉTNO and has collaborated with it on numerous projects, particularly NWT tourism initiatives. In 2011, ITI published its Road and Campground guide in French. Other documents highlighting ITI's programs and services are currently being translated and will be available on the ITI website.



Beginning in 2011, ITI is making every effort to run all print and radio advertisements in both English and French. All emergency advertisements relating to public safety, such as “no open fires” notices in territorial parks, will run in both English and French. In terms of broadcast advertising, the department engages Radio Taïga for French-language service and CKLB radio for service in English and the station's featured Aboriginal languages.

The ITI website is currently available in English. We have an Official Languages Coordinator who assists in providing documents and services in languages other than English on request.

12. Aboriginal Affairs and Intergovernmental Relations

A DVD respecting the Acho Dene Koe (ADK) negotiations was developed by the Tripartite Communications Working Group (comprised of the GNWT - DAAIR, the ADK and the Federal government – Indian and Northern Affairs Canada) and translated into South Slavey and French.

Oral translation services were provided at negotiation main table meetings and community information sessions, as requested, by the negotiating party hosting the event (the GNWT, the Federal Government or the Aboriginal government). The cost for the translation services was either provided as an in-kind contribution by the Aboriginal government or cost-shared amongst the three parties.

French oral translation services and equipment rentals were also provided during the public roundtable discussions regarding the Premier-led “Creating our Future Together” campaign.

DAAIR also undertook a comparative analysis of the French and English versions of the draft Délı̨nę Self-government Agreement.

Two employment opportunities, three advertisements titled "Blue Print for our Future" and a National Aboriginal Day advertisement were published in *L'Aquilon* in French.

In addition, there was also a French radio ad for National Aboriginal Day on Radio Taïga.

There was one employee who received the bilingual bonus for French.

13. Department of Municipal and Community Affairs

The Department of Municipal and Community Affairs (MACA) had two staff members receiving the bilingual bonus for French in Headquarters. The two French service points were the Communications and Website Advisor and the Senior Policy Analyst. MACA placed 11 French language ads during this fiscal year. French language papers published job advertisements. If services are requested in French and in Aboriginal languages, CanTalk is available to provide interpretation services. Two employees offered services in Aboriginal languages, a Finance and Administration Officer in Behchokò and a Training and Development Coordinator in Fort Simpson.

14. Workers' Safety and Compensation Commission – NWT and Nunavut

The WSCC's approach to official languages is different than GNWT departments. It produces multiple versions of its public documents in various official languages. In addition, it processes all translations with its own dedicated translators. The WSCC provides services in languages other than English, as required.

To support the provision of services in French, the WSCC employs bilingual employees. In 2010-11, four employees received a bilingual bonus for speaking French. The provision of services in French also included the translation of 22 public documents in French, such as forms, posters, annual report, rate guide and program manuals. WSCC translated 155 English documents into French and 149 French documents into English. These included letters, medical reports and resumes, and helped WSCC serve clients in their language of choice,.

In 2010-2011, three WSCC employees received a bilingual bonus for speaking an Aboriginal language. One employee received the bonus for speaking North and South Slavey and the other two for speaking Inuktitut. The WSCC translated 18 public documents into an Aboriginal language in 2010-2011. This included forms, brochures, posters, the annual report, the corporate plan, and two editions of the WSCC safety magazine, *Reflections*.

Partnerships with Language Communities

In shaping its strategies to support Aboriginal languages, the GNWT has been guided by the following principles:

- the languages and cultures of the NWT are valued and are the foundation for the development and delivery of programs and services;
- the primary responsibility for ensuring the survival of languages rests with the individual, the family and the language community; and

- the responsibility, authority and accountability for programs and services relating to Aboriginal languages are devolved to the greatest extent possible.

This ensures that the programs and services are responsive to the needs of the people they serve, enabling language communities to achieve their goals.



1. Aboriginal Languages Communities Program

The GNWT is aware that the use of Aboriginal languages is declining in all Aboriginal languages communities. The GNWT is also aware of the various factors that have influenced the decline in the use of Aboriginal languages in the NWT. The GNWT realizes that each language community may have some vision of their own particular situation, but may lack the capacity to address their key issues and concerns. It is important that Aboriginal language communities determine the priorities for action to address and meet their particular circumstances but they must be able to get support in order to do so. On that basis ECE will continue to provide funding for the implementation of language plans through contribution agreements.

The GNWT believes languages contribute to the overall cultures of the Aboriginal peoples and creates a strong sense of identity which is key to healthy communities.

2. Aboriginal Languages Literacy Program

Literacy, as most of us understand it, means having the ability to read and write. In an Aboriginal society where the language was never written, literacy in a broad

general term is hands-on experience that is critical for survival. The GNWT Literacy Strategy gives literacy a broader meaning that defines the concepts of Aboriginal literacy.

This includes the *“ability to listen, speak, read, write, view, represent, compute and solve problems”* at a language *“proficiency necessary to function in the family, in the community and on the job.”*

The GNWT and the Aboriginal languages communities realize that in this day and age communication can no longer be just based on verbal conversations and that to get information means being able to read and pass on that information to others. ECE will continue to provide support and assistance for community-based literacy programs or projects to build on the communities speaking skills to teach others to read and write.

The GNWT realizes that if Aboriginal languages are to grow and remain strong, the ability to communicate in writing among all Aboriginal languages communities will be important.

3. Geographic Place Names Program

The NWT Cultural Places Program at the Prince of Wales Northern Heritage Centre (PWNHC) is responsible for geographical names of features and places in the NWT. The Program coordinates official recognition for place name changes, placing special emphasis on the recognition of Aboriginal language place names. This is in line with the NWT Geographical and Community Names Policy 71.09 of 1997.

The NWT Geographical Names database now lists over 5,000 official names. It also contains 4,000 traditional place names recorded by researchers and language specialists over the past 30 years. Program staff work with NWT communities to research and identify places and geographic features suitable for official status in the NWT. Access to official NWT place names is available online. In addition, Natural Resources Canada received technical support as they digitized the spatial extent of NWT official names. Program staff help provide researchers the correct spelling of geographic names and providing the historical information associated with the names.

During 2010-11, Cultural Places Program staff researched 5,000 NWT official names with the goal of producing for publication, the first digital gazetteer of official place names of the NWT. This gazetteer differs from past standards by not only presenting the locations, but the history and origin of all official names, along with the translations of traditional place names.



PW&S/NWT Archives/G-1995-001-7485

Students at Helen Kalvak *Elihakvik* School in Ulukhaktuk learned some *Inuinnaqtun* terminology from local elders using artifacts from the Northern Heritage Centre's Education collection as props.

In March 2010, Cultural Places Program staff travelled to Ulukhaktok to participate in the school's Career Fair. Working alongside youth and elders of the community, they used museum objects and props to encourage learning Inuinnaqtun terminology.

The goal was to promote the importance of learning about community heritage and cultural resources and Inuinnaqtun language for the students of the community.



Ibyuk pingo near Tuktoyaktuk is an official Inuvialuktun place name researched for a new digital NWT gazetteer.

Photo credit: Sarah Bannon, Prince of Wales Northern Heritage Centre

4. Community Cultural Programs:

Community Programs Cultural contribution funding supported a broad range of cultural and language projects in 2010-11:

- i) The Yellowknives Dene First Nation Chekoa Cultural Program provided an afterschool wellness and educational program for youth and children aged 5-18, accomplished by teaching traditional skills in sewing, Dene games, storytelling and Chipewyan and Tłı̄chǫ language classes with Yellowknives Dene First Nation members.

- ii) The Documenting Inuvialuktun Knowledge and Terminology project with the Inuvialuit Cultural Resource Centre involved the expertise and experience of Inuvialuit Elders from Tuktoyaktuk and Ulukhaktok to document Inuvialuktun knowledge and terminology related to the MacFarlane Collection housed at the Smithsonian Institution in Washington D.C. The second phase of the project involved the following outreach activities in the Inuvialuit Settlement Region:
- a visual display and a short video of the trip to Washington for Inuvialuit Day
 - Inuvialuit Elders, youth participants and cultural practitioners share information about the workshop and their experiences with the collection.
 - school visits in Tuktoyaktuk and Inuvik and community presentations
- iii) The Yamózha Kúé Society (YKS) on the Katlodeeche First Nation Reserve, began cataloguing existing Dene traditional knowledge and language resource materials, and placed these on a web-based resource index. The YKS website was updated to provide an online, interactive set of Dene as second language materials and promotes the practice of Dene culture.
- iv) Earth Magic Media Inc. undertook development and research for a Television Special entitled “Time of Joy – A Northern Christmas”.

Earth Magic created a made-for-television film feature that focused on Christmas celebrations of three distinct cultural groups: Dene, Métis and Inuvialuit. Cultural elements included storytelling by Elders, traditional drum dances and youth choirs singing in their Aboriginal languages.

5. NWT Archives

In 2010-2011, the NWT Archives digitized 217 Aboriginal language recordings for preservation. These were created by linguist Robert Howren during the late 1960s to 1982. These were collected in the Tłı̨chǫ communities of Whatì and Behchokò and also include recordings from Chipewyan, Gwich'in, and North Slavey languages.

Archives staff began working on the Dene Music Project to produce a CD of recordings of traditional Dene songs and drum dances in various Dene languages. These were recorded in the communities of Délı̨ne, Tulita, Behchokò and Fort Smith in the early 1980's. In a partnership with the NWT Archives, Dene Nation and CBC North, this project was designed to deliver recordings of traditional Dene music back to the people. Community celebrations of the CD release are planned for March, 2012.



Photo credit: NWT Archives/g-1995-001-2113

In a partnership with NWT author and photographer, René Fumoleau, the NWT Archives staff provided advice, technical assistance and photographs for the French and English language version of the 2010 publication: *Au Nord: Vie des Dénés, terre des Dénés.*

They also provided technical assistance for the development of a new bilingual photo exhibit: *La beauté des saisons* for display at the Prince of Wales Northern Heritage Centre.

Dene Drum songs, saved by the NWT Archives since 1984, will soon be available to inspire northern musicians for generations to come.



6. Museum Public Education and School Programs

The PWNHC provided a total of 121 school and public education programs to 2593 students, including 17 bilingual French and English programs to 406 students in Yellowknife and Hay River. A bilingual summer student was hired to provide French education programs and visitor services during May to August 2010. In addition, 184 students in Yellowknife and Łutselk'e participated in programs which incorporated Dene languages learning for two living history interpretive programs: Mackenzie and English Chief and Yamoria: The Law Maker. The popular Paddle with the Voyageurs program was delivered in both English and French to approximately 600 students during June, 2010.



Photo credits: Prince of Wales Northern Heritage Centre

The Yamoria Edukit which includes Dene language components was circulated to nine schools in the communities of Yellowknife, Hay River and incorporated into three teacher in-services in Behchokò, Łutselk'e, Fort Smith and also in Saskatoon, Saskatchewan.



A new travelling exhibit was developed featuring a Tłıchq legend in a series of paintings. *Yamoozha and His Beaver Wife – Archie Beaulieu Paintings* travelled to public and school venues in Hay River, Fort Smith and Yellowknife.

7. Exhibits:

The Northern Heritage Centre provides consistency in the selection of NWT official languages to be used in museum exhibits and visitor services information. Several new temporary exhibits were researched and developed for 2010-11 with exhibit labels in the official languages of the NWT: *La beauté des saisons* (French), Mackenzie Delta Muskrats (Gwich'in, Inuvialuktun) and the NWT Ice Patch Study (N. Slavey vocabulary) scheduled for completion by September 2011.

During September – December, 2010 the museum hosted a bilingual French / English travelling exhibit titled: Migratory Passages: Passages Migratoires.

A reception and public opening drew large crowds of visitors at K'alemi Dene School and the Northern Heritage Centre.



Passages Migratoires
Migratory Passages

Le Centre du patrimoine septentrional Prince-de-Galles vous convie à un déjeuner qui aura lieu à midi, le jeudi 16 septembre, à l'école K'alemi Dene de Ndilo.

Vous aurez la chance de déguster un repas déné traditionnel et de rencontrer les artistes autochtones et les chercheurs francophones qui ont participé à l'exposition Passages migratoires.

Pour de plus amples renseignements, téléphonez au 873-7551.

Northwest Territories Education, Culture and Employment



French and English language programming and art lessons with Aboriginal artisans were offered to a wide range of Yellowknife school classes.

8. Aboriginal Broadcasting Program

The Native Communications Society of the NWT (NCS) and the Inuvialuit Communication Society (ICS) continue to receive funding from ECE on an annual basis.

NCS provides Aboriginal language programming on CKLB and produces television programming which is aired on the Aboriginal Peoples' Television Network (APTN). During the year NCS provided live radio broadcast of the Dene National Assembly; Dene Leadership meetings and regional Dene Assemblies. The live broadcasts also provide the Dene with information on local, regional and national issues in their languages.

This year CKLB was the recipient of the 2011 National Campus and Community Radio Association (NCRA) Award. The award was for Outstanding Achievement in Aboriginal Affairs and Culture Programming for the “Denendeh Sunrise” program. The award recognizes the amazing work that goes on in the local broadcast sector, from what is put on air to how that contribute to the communities.

For 2010-2011, ICS will complete 13 one-hour documentaries. Work began in early 2011 on transcribing and translation of the series *Uumatmni* into Inuvialuktun and the program was aired in the spring of 2010 on APTN. Work also started on eight new half hour programs covering topics such as the Reindeer Station, Arctic Youth Leadership and the revitalization of the Holman Print Shop.

Tusaayaksat is a newsmagazine that features news stories, articles and photo essays using one of the three dialects of Inuvialuktun language depending on which area the story originates. The magazine gives the beneficiaries the opportunity to celebrate their history, language and culture of their people. ICS will continue its efforts to enhance and improve communications for the beneficiaries both in written and spoken form in the languages of the Inuvialuktun.

9. Aboriginal Languages Plan - A Shared Responsibility

The GNWT recognizes that many communities lack the capacity to address language maintenance and revitalization issues. The GNWT also realizes that new approaches are needed to support and to strengthen its official Aboriginal languages. These approaches must be built on the tradition and culture of the Aboriginal language communities of the NWT as well as including the current realities of modern life.

To help address some of these languages related issues, the GNWT through ECE undertook a renewal of its Strategies for Supporting Aboriginal Languages. Information from the various consultations and engagements including recommendations and information from the 2010 Aboriginal Languages Symposium and other reports and studies formed the basis of a renewed strategy.

In October 2010, the Minister Responsible for Official Languages tabled the GNWT strategic document - “Northwest Territories Aboriginal Languages Plan - A Shared Responsibility”. The development of the Plan was a collaborative effort based on the contributions of many northerners; and outlines how the governments, non-government organizations and northerners will work together in a comprehensive manner to support Aboriginal language use. The Plan also includes the views of Aboriginal language communities with respect to the specific actions required to address the particular situation that exists within their specific language group.

The Plan will be framed over a ten-year period and is intended to be used by the GNWT to guide its decisions related to policy, priorities and support for Aboriginal languages over the coming years.

The vision outline in the plan states Aboriginal languages are used extensively, on a daily basis, to communicate in NWT homes and communities, as well as within the organizations and agencies providing services to the public.

To that end, the Plan includes a number of supporting strategies and actions, namely, Collaborate and Cooperate in Strengthening Aboriginal Languages; Provide Aboriginal Language Education and Training; Enhance Organization Support for Language Activities; Utilize Technologies to Support Goals; and Language Planning and Measuring Success.

10. Support to the French Community

ECE continued its support of the NWT's French-speaking community through administration of the Community Cultural Development Program. The Fédération franco-ténoise (FFT); its member associations in Fort Smith, Hay River, Yellowknife and Inuvik; the Garderie Plein Soleil in Yellowknife (daycare); and *L'Aquilon* (community newspaper) received funding which enabled them to support a range of social and cultural activities.

ECE provides funding to the Conseil de développement économique through the North Slave and South Slave Regions to provide employability services for French residents. The services include assistance with job searches, translation of resumes and cover letters, general career counselling, delivery of workshops and job cafes. The Department also supported the Fédération Franco-Ténoise for two projects under the Community Literacy Development Fund; one for adults and one for seniors.

ECE also provided a grant to Radio Taïga under the Community Broadcasting Grant Program. This program is designed to provide funding to help pay for the operating costs of community broadcasting organizations. The Department provides five dollars in grant money for every one dollar raised locally by a community broadcast organization. Radio Taïga is Yellowknife's French community radio, in operation since 2000.



Consultation with the French community

In 2010-2011, the GNWT and the Fédération franco-ténoise established a Comprehensive Plan Consultation and Co-operation Committee. The mandate of the Committee is to facilitate consultation on the GNWT's drafting, implementation,



administration and promotion of a strategic plan for the provision of French language communications and services under the *Official Languages Act*. The Committee carried out its work in two main phases, namely the

Initial Drafting Phase then the Implementation, Administration and Promotion Phase. Two meetings were held during the year to start the process of the Initial Phase.

11. Strategic Plan on French Language Communications and Services

The objective of the *GNWT Strategic Plan on French Language Communications and Services* is to improve communications and services delivery to the public in French across the Government, including all GNWT institutions as outlined in the Government Institution Regulations. The Plan outlines three broad frameworks for implementation, namely the legislative and regulatory framework, the administrative framework, and the operational framework.

French Language Human Resources Provision Project

From September 1, 2010 to March 31, 2011 the Department of Human Resources received funding through the Department of Education, Culture and Employment to hire a Bilingual Human Resources Facilitator who would:

- Examine the impact of implementing the *Strategic Plan on French Language Communications and Services* on the GNWT's human resources practices
- Develop an orientation program for new employees of the GNWT with respect to their obligations under the *Official Languages Act*
- Provide an estimate of the cost associated with the implementation of the Plan and establish deadlines for the implementation of the plan
- Support preparations for the implementation of the Plan in HR and in other departments

Options papers were developed for the following human resource activities:

- Identifying and establishing bilingual positions
- Addressing language requirements in job descriptions
- Recruiting qualified bilingual staff into bilingual positions
- Testing the language capacity of applicants on bilingual positions
- Compensating bilingual employees for their language skills
- Training GNWT employees to improve their French language skills
- Training and evaluation of French language medical interpreters

The options papers were presented to the Senior Management of HR in February 2011 and are currently being reviewed. Once they have been finalized and approved, they will be presented to the Deputy Ministers of the three departments guiding the GNWT's implementation of the Plan: HR, ECE and Health and Social Services.

An orientation program for new employees that clarifies their obligations under the *Official Languages Act* was developed and presented for the first time on April 8, 2011, in conjunction with the GNWT's comprehensive new employee orientation program. The OLA orientation consists of a presentation with speaking notes, facilitation notes, posters and a one-page handout summarizing the key points and relevant contact information for each participant.



The last Agreement provided the GNWT with \$3.8 million over one year covering the period 2009-2010. Monies were allocated annually as follows: \$1.9 million for Aboriginal languages, and \$1.7 million for French. Canadian Heritage also agreed to provide \$200,000 to support the French Single Window Centre in Yellowknife (Services TNO) and the Human Resources Special Project.

In July 2010, the federal government and the GNWT had an agreement in principle for 2010-2011 at the same funding level as 2009-2010. In March 2011 the GNWT and federal government signed the final Agreement.

Conclusion

The GNWT values and supports the languages communities' initiatives and efforts to revitalize and increase the use of their languages. ECE will continue to coordinate the implementation of the GNWT's commitment to enhance the vitality of its official languages and support their revitalization and maintenance. The GNWT will continue to support all official languages communities and encourage all northern groups and organizations whenever possible to provide services in the language of the region.

Appendix 1

GNWT Language Program Expenditures – Aboriginal (2010-2011)

	Federal Funding \$		GNWT Funding \$	
	Budget	Expenditures	Budget	Expenditures
Aboriginal Terminology	110,000	0		
Teaching and Learning Centres	450,000	450,000		
Aboriginal Language & Culture Instructor Program	200,000	225,100		
Aboriginal Languages Broadcasting	200,000	212,469	222,000	205,141
Geographic Place Names	15,000	15,000		
Community Contributions	925,000	1,029,935	781,000	711,253
Languages Acquisition Initiative			143,000	93,844
Early Childhood Development Initiative			972,000	926,966
Aboriginal Language Literacy			300,000	238,000
Languages Services Division – Administration			359,000	436,534
Culture and Heritage			157,000	104,213
Official Languages Board			125,000	222,208
Official Languages Implementation			469,000	118,121
Aboriginal Language School Programs			8,669,000	9,055,678
Totals for Aboriginal Languages	1,900,000	1,932,504	12,197,000	12,111,958

Appendix 2

GNWT Language Program Expenditures – French (2010-2011)

		Federal Funding \$		GNWT Funding \$	
		Budget	Expenditures	Budget	Expenditures
Education, Culture and Employment	GNWT French Translation Services	417,000	406,695		
	Services to the Public	27,000	20,372		
	Policy and Coordination	173,000	163,843		
	Community Funding (PDCC)	145,000	145,000		
	Special Project – Services TNO	120,000	149,682		
Justice	Legal Translation Services	375,000	322,178		
	Services to the Public	61,000	98,808		
	Policy and Coordination	10,000	10,000		
Health and Social Services	Services to the Public	45,000	37,522		
	Policy and Coordination	47,000	51,465		
	Services to the Public (HSS Authorities)	205,000	292,795		
Environment & Natural Resources	Services to the Public	13,000	6,947		
Executive	Services to the Public	6,000	6,235		
Finance	Services to the Public	7,000	3,442		
Human Resources	Services to the Public	6,000	2,933		
	Special Project – HR French Language	80,000	80,000		
Industry Tourism & Investment	Services to the Public	8,000	8,164		
Legislative Assembly	Services to the Public	20,000	20,000		
MACA	Services to the Public	12,000	7,371		
NWT Housing Corporation	Services to the Public	10,000	12,613		
Public Works and Services	Services to the Public / Office Space	80,000	70,273		
Transportation	Services to the Public	30,000	25,660		
Workers' Safety and Compensation Commission	Services to the Public	3,000	3,000		
Total Canada NWT Cooperation Agreement		1,900,000	1,944,998		
Canada NWT Agreement on Minority Language Education and Second-Official Language Instruction for French Language Education		2,587,555	2,587,555		
Fédération franco-ténoise				0	100,000